

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

Personnel Class Specification

ADMINISTRATIVE ASSISTANT III - Administration

DEFINITION OF CLASS

This position involves highly responsible confidential administrative work providing general assistance to the Court Administrator and Assistant Court Administrator requiring a broad knowledge of the Circuit Court's and County Government's programs and operations.

Employee is expected to have a thorough knowledge of Court organization, office practices, and make independent decisions in dealing with the public and employees. Information obtained in the course of the performance of these duties may be confidential or private in nature. The employee in this position must recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services.

The incumbent of this position independently performs office or non-manual administrative support tasks of a sensitive and confidential nature, determining the approach to be taken and the methodology to be used in supporting the directives of the Court Administrator and Assistant Court Administrator, under whose general direction work is performed which is directly related to the management or the general business operations of the Circuit Court. The complexity of the work is derived from the variety of processes and methods involved in problem solving, such as analyzing sensitive problems, issues and situations, and choosing the course of action to be taken after considering alternatives. The employee's work directly impacts the effectiveness and efficiency of the operation of the Circuit Court.

The incumbent of this position reports directly to the Court Administrator and Assistant Court Administrator but is ultimately responsible to the Administrative Judge.

EXAMPLES OF ESSENTIAL FUNCTIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Serve as liaison between the Court Administrator and Assistant Court Administrator, and department heads, elected officials, court personnel and the public and ensures that highly confidential, complex, and sensitive matters are attended to.
- Compose correspondence based upon independent research and compilation of data from files, records and various databases in response to inquiries.

- Receive, investigate and answer complaints and inquiries from court personnel and the public on a broad range of matters including Court functions, status of operations and existing policies, but consults the supervisors when unusual situations arise to both seek guidance and to alert the supervisors to the situation.
- Formulate, affect, interpret and/or implement Circuit Court policies or operating practices.
- Perform work that affects business operations of the Circuit Court to a substantial degree and has authority to waive or deviate from established policies or procedures without prior approval when necessary.
- Provide administrative support in one or more of the following areas as assigned: budget preparation; research on special projects including analysis of data and report writing; and personnel administration (e.g., recruitment/placement, classification studies, grievances, promotions, terminations and training).
- Establish and maintain various complex, sensitive, and confidential files and records for the Administrative Office of the Circuit Court, which involve departmental issues, employee issues and other matters.
- Independently establish work priorities and coordinate them to meet deadlines for assignments provided by the Court Administrator and Assistant Court Administrator in accordance with established policies.
- Provide prompt, efficient and courteous service to judges, masters, court personnel and the public by telephone and face-to-face to necessitate the effective operation of the Circuit Court.
- Coordinate and process all invoices through the County Government's eBusiness system. Prepare and coordinate petty cash vouchers, and purchase orders to be submitted to Accounts Payable for payment. This involves processing each invoice amount from the appropriate budgeted pseudo code.
- Post all debts/credits to appropriate pseudo codes and reconcile with County records and provide and up-to-date budget report on a weekly basis to the Court Administrator and Assistant Court Administrator.
- Train, and provide continual guidance to, managers and supervisors on properly filling out employee timecards.
- Review Court Administrator's personnel's timecards in MCTime and submit to Court Administrator for final approval.

- Liaison with the County Government's Office of Human Resources in order to administer personnel matters, including processing new appointments; updates for salary increases/increments, and terminations in coordination with the guidelines of the Employee Services Personnel Manual.
- Maintain employee database in Access with all employment and personal information and provide updated reports to the Court Administrator and Assistant Court Administrator, when requested, i.e. Employee Increment Report, Parking Report, COOP updates, etc.
- Assist in advertising employment vacancies, scheduling interviews and testing for applicants and compose correspondence related thereto.
- Maintain and update numerous calendars associated with Administration.
- Attend the annual meeting involving judges' secretaries and the Assignment Commissioner regarding the development of the Judges' Yearly Assignment Schedule (Criminal, Civil, EAP Duty, Duty, Motions, Family, and Juvenile). Maintain updated assignment schedule and publish on a quarterly basis.
- Process and record all judges/masters leave requests for the administrative judge on a weekly basis and maintain accurate leave balances for judges/masters. Coordinate and calculate all judges' monthly/leave reports accurately for submittal with the Administrative Office of the Courts and disseminate quarterly leave reports to judges and masters.
- Maintain and purchase general office supplies and furniture for all county court employees adhering to the County Government's procurement regulations.
- Prepare various county forms (print shop requisitions, mail services, etc.) for miscellaneous office requests when necessary.
- Accommodate and compose correspondence for all ADA requests made by litigants, attorneys, and the general public.
- Other administrative duties include: coordinate/schedule meetings for various committees, agencies, court staff, and compose and disburse correspondence related thereto; coordinate and maintain employees' parking assignments with various County agencies; access HP, research and analyze court file docket entries when necessary.
- Provide administrative support to active judges, retired judges and other departments when necessary.
- Attend and participate in meetings to discuss various court-related issues including, but not limited to, procedural and policy changes and employee issues.

- Transport court files from one department to another within the Court.

This job description reflects management's assignment of essential functions. It does not prescribe or restrict additional various diversified tasks and assignments that may be required by the Court Administrator, Assistant Court Administrator, and/or Judicial Officers.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work the full-time standard Court work schedule of 8:00 a.m. to 5:00 p.m. (Monday through Friday) with flexibility to accommodate any necessary early or late meetings.
- Maintain a regular, punctual and reliable level of attendance.
- Ability to work independently and have high level interpersonal skills to handle sensitive and confidential situations.
- Ability to communicate effectively, orally and written, and exercise a high degree of judgment, tact, diplomacy and competence in dealing with judges, masters, attorneys, court personnel and the public.
- Extensive knowledge of organization, office practices, and operations of the Circuit Court and County Government.
- Ability to establish and maintain effective working relationships with the judges, masters, attorneys, court personnel, and other government departments/agencies and to deal with public relations problems and complaints with sensitivity and tact.
- Ability to maintain highly complex and confidential office records.
- Ability to make decisions based on experience, good judgment, and established policies and procedures.
- Ability to pay attention to detail in composing, typing and proofing materials; set priorities and simultaneously process multiple duties and responsibilities.
- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, standard office practices and procedures.
- Excellent telephone manner and experience dealing with the public.
- Conversational Spanish desirable but not required
- Ability to lift and transport stacks of court files to perform the essential functions of this position.

- Ability to develop and maintain collaborative and professional working relationships with court personnel and the public.

MINIMUM QUALIFICATIONS

- B.S. or B.A. degree from an accredited university with three years of legal experience; or a degree; or certificate in paralegal studies from an accredited institution with five years of legal secretarial experience.
- Five years experience working in a customer service environment.
- Understanding and knowledge of: basic accounting, processes for billing, and ability to use effective reasoning techniques.
- Professional, organized, detail-oriented and self-motivated.
- Three to five years prior office experience supporting an executive environment is required.
- Must be proficient with Microsoft Office Suites and be able to use Word, Excel and Access database software. Must be familiar with procedures for merging data and uploading/downloading electronic records to database files.
- Superior writing skills and command of English is essential.
- Excellent organizational skills and customer service are of the highest priority as well as competence and temperament to communicate with the legal community, in-house court personnel and the general public in a fast paced environment.
- Excellent oral communication skills and an even temperament are high priority considerations for this position.
- An equivalent combination of education and experience may be substituted with seven years of court and/or legal experience.

Training:

- Training will be provided for office procedures and necessary County applications.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.